

Business One Stop - Phase 1 State of Arizona – Administration

Informational Update

October 20, 2021

ADOA Vision

Our vision is to be the information technology leader for Arizona government, providing innovative and transformative services. This won't happen overnight. And it won't happen in a vacuum. Working together toward this shared goal, we will succeed.

ADOA Mission

Inspired by that vision, our mission is to deliver forward-thinking and secure IT solutions to state agencies. We will achieve this by:

- Putting the customer first
- Offering world-class services
- Focusing on value, not cost



Project Update

Project Summary:

- The Department of Administration on behalf of the Department of Transportation, the Department of Revenue, the Secretary of State, the Arizona Corporation Commission and the Arizona Commerce Authority, received \$7.8M appropriated from the Automation Projects Fund in FY 2022 to complete the development of Phase 1 of Business One Stop, a single online location to help citizens & businesses plan, start, grow, move, & close businesses in Arizona through a secure, digital experience that does not require in-person interaction. The project is a continuation of a directive from the Arizona legislature in 2019 directing ADOA-ASET to conduct an independent cost assessment and feasibility study.

Project Update:

During the first quarter of FY 2022, the Business One Stop project focused primarily on project initiation activities, with development expected to accelerate in Q2:

- Developed and executed the Interagency Service Agreement between all participating agencies;
- Executed a task order for IV&V services;
- Developed project charter, governance, communication and risk management documentation;
- Developed monthly financial plans and accounting procedures;
- Initiated staff augmentation and procurement activities where appropriate;
- Developed project schedule to meet identified milestones.

Risks and Budget

Project Risk:

Completing Business One Stop Phase 1 and being ready to launch requires the full participation of DOR (both business and technical staff) in order to deliver the committed functionality and user experience. DOR lacks capacity to participate in B1S due to statutory demands and timeline for implementing recent tax law changes. Further complicating this circumstance, the DOR systems targeted by B1S Phase 1 are undergoing new development and changes which impact the planned areas of integration (i.e. a moving target).

The Governor's Office, DOR and DOA met to review alternative paths to move forward. All parties agreed it was most appropriate to rebaseline the project timeline and not schedule initial launch until all Phase 1 features are fully implemented. DOA has begun working to re-baseline the project assuming limited participation of DOR in the near term and full participation beginning in April for DOR specific items. DOR will evaluate options to start limited dev work in January. ASET & DOR will continue to think creatively to find ways to accelerate that timeline if possible.

DESCRIPTION	PROJECT BUDGET
PERSONAL SERVICES	1,187,103.20
ERE	296,775.80
PROFESSIONAL & OUTSIDE	5,935,516.00
TRAVEL - IN STATE	0.00
TRAVEL - OUT OF STATE	0.00
OTHER OPERATING EXPENSES	319,433.00
CAPITAL OUTLAY	0.00
CAPITAL EQUIPMENT	0.00
OTHER EQUIPMENT	20,000.00
COST ALLOCATIONS	0.00
TOTAL PLANNED EXPENDITURES	\$7,758,828.00

Due to delays in fully executing the interagency service agreement, the first funding transfer to participating agencies did not occur until September and YTD budget data is not currently available.

Future updates to ITAC will include detailed financial reports.